

1,300+ games broadcast live. Zero downtime on Frozen Frenzy night. Every feed managed from one screen.

The Outcome

The NHL needed a way to manage the operational complexity of live hockey broadcasting across a full 1,300+ game season. Presidio built the Virtual Technical Operations Center (VTOC) in two weeks and now runs it. Every broadcast feed for all 32 clubs, every game, is monitored, managed, and remediated from a single dashboard.

How They Got There

Presidio built a custom application that collapsed the NHL's entire broadcast technology stack into a single pane of glass. Audio and video from each arena flows into AWS via AWS Elemental services and the Zixi platform for encoding and distribution. Presidio's Managed Services team handles pre-game readiness, real-time issue detection and remediation during broadcasts, and post-game instance shutdown to eliminate wasted cloud spend.

Why It Worked

Managing a complex web of broadcast technologies across separate systems created blind spots that only became visible when something failed on air. Centralizing everything into VTOC enabled failover strategies that simply weren't possible before. The proof was Frozen Frenzy - all 32 clubs in action simultaneously, orchestrated without a single failure.

The Situation

The NHL's 1,300+ regular season games represent an immense broadcast operations challenge: dozens of simultaneous feeds, 32 clubs, arena connectivity variability, and fans expecting seamless streams at any moment. The league's existing approach relied on managing a fragmented web of broadcast technologies across separate systems, creating blind spots and limiting the ability to detect and respond to issues before they reached viewers.

The Approach

Presidio built a custom application that collapsed the NHL's entire broadcast technology stack into a single pane of glass in two weeks. Audio and video from each arena flows into AWS via AWS Elemental services and the Zixi delivery platform for encoding and distribution. Presidio's Managed Services team runs pre-game readiness checks, monitors feeds in real time, and shuts down instances after each game to eliminate unnecessary cloud spend. When issues arise, operators can drill down to the exact source before it cascades downstream.

The Result

The NHL now manages 1,300+ games of live broadcasting per season from a single platform. Frozen Frenzy - all 32 clubs playing simultaneously - ran without a single failure or interruption. Operators can isolate issues at the source before they affect the downstream broadcast. VTOC has expanded to absorb all of the NHL's broadcast technologies into one orchestration platform.

"VTOC encompasses both a traditional managed services operation as well as an advanced orchestration platform for all live video encoding and distribution over the course of a 1,300+ game NHL regular season." — Derek Kennedy, VP Media Operations & DevOps IT, NHL

1,300+

Regular season games broadcast and managed through VTOC annually

2 weeks

To a working single-pane-of-glass broadcast application

Zero

Downtime on Frozen Frenzy night - all 32 clubs in action simultaneously